Print Page 1 of 3

## **Message: New Account Problem**

## Mew Account Problem

From Carrie Hoelscher Date Thursday, March 2, 2017 3:33 PM

**To** Kraft, Emily

Cc

**Journal** Emily.kraft@oa.mo.gov

**Recipients** 

**image001.jpg** (4 Kb нтмL) **image002.png** (7 Kb нтмL)

Emily,

Don't shoot me, but I think I'm the cause of our latest database problem. I requested a subcontractor account for Melissa Luther at PHC South County today with the email address <a href="mailto:development@thepregnancyhelpcenter.com">development@thepregnancyhelpcenter.com</a>. Before she began the process of creating her account she called me to tell me she gave me the wrong email and that her email address is <a href="mailto:office@thepregnancyhelpcenter.com">office@thepregnancyhelpcenter.com</a>. So, hoping it would work since she hadn't done anything with the old email address yet I request an account for her using that email. I should have called you first... sorry! Anyway, she made it through the confirmation code and created her password under the "how to create an account" instructions and its telling her she needs to contact the program administrator and won't let her proceed. How do I fix my mess?

Thanks! Carrie Carrie Hoelscher A2A Program Manager



Email 1

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Print Page 3 of 3

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